

State of Montana
Department of Public Health and Human Services
PO Box 4210 Helena, MT 59604

VACANCY ANNOUNCEMENT

December 6, 2006

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| TITLE: | Child Support Investigator |
| POSITION NO: | 05128 |
| LOCATION: | Child Support Enforcement Division, Missoula |
| STATUS: | Full-Time/Permanent |
| UNION: | MEA/MFT |
| PAY GRADE: | 14 |
| STARTING SALARY: | \$30,566 annually is entry-level salary |
| SUPPLEMENT: | Yes |

APPLICATION DEADLINE: State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to hhsea@mt.gov or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Wednesday, December 20, 2006**. For further information visit the DPHHS website: www.dphhs.mt.gov

SPECIAL INFORMATION: A resume is due at time of application.

CRIMINAL RECORDS BACKGROUND CHECK: All successful applicants will be required to sign a release form, which authorizes the department to conduct a criminal record review to determine whether the applicant has been convicted of any criminal acts that are directly related to the responsibilities of the prospective job.

TYPICAL DUTIES: This position gathers information to establish and enforce child support and medical support obligations; receives and evaluates documentation for support enforcement services; identifies the location of obligor and witnesses; negotiates for paternity genetic testing and payment of support; interviews and prepares parties for administrative hearings; evaluates case information necessary to proceed with proper activity; prepares and presents state's evidence and testifies as primary witness in contested actions in accordance with applicable statutes and regulations; and uses child support guidelines to calculate obligations. Extensive use of computers and interfacing with other automated databases; responds to a large volume of written and telephone requests about case statutes, policy and procedure, and laws and regulations. Utilizes various approaches and problem resolution procedures individual to each case; and maintains flexibility when dealing

with required performance goals and objectives. This is an office related position performing the above duties within the office area on the computer and telephone. It does not entail surveillance type work outside of the office.

KNOWLEDGES, SKILLS AND ABILITIES DESIRED:

Knowledges: Extensive knowledge of computer operations. Knowledge of judicial procedures, and administrative enforcement processes, including due process; and of journal entry and accounting principles. Understanding of state and federal laws and regulations pertaining to family law. Working knowledge of interstate transactions and reciprocity.

Skills: Skill in analyzing and research including mediation and dispute resolution techniques, negotiation and problem solving methodologies; and being clear and concise in oral and written communication.

Abilities: Ability to establish and maintain working relationships with all parties; to maintain neutrality, integrity and professional demeanor when parties may be argumentative, contentious and uncooperative; to facilitate satisfactory final conclusions; to be responsive, creative, sensible, credible, confident, tactful, and timely; to handle a demanding workload with required performance goals; to handle and maintain confidential information; to compute and determine market value assets; track accounting entries including routine and complex business, asset, and financial transactions.

EDUCATION/EXPERIENCE REQUIRED: Bachelor's degree AND two years of computer experience is required (document the total time and programs). Four years of investigative, child support, legal, or third party debt collection experience may substitute for the education, including two years of computer experience required. Grade 10 Child Support Enforcement Technician position or similar position is considered investigative experience. High-level child support clerical work is evaluated on a case-by-case basis and may be substituted for education on a year for year basis. Analytical, research, accounting experience, and debt collection experience is beneficial. Other equivalent combinations of experience and education will be evaluated on an individual basis.

APPLICATION AND SELECTION PROCESS: This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the closing date to be considered:

1. Signed state application (PD-25, Rev. 5/03 or later);

2. Applicants claiming the Veteran's or Disabled Persons Employment Preference (see state of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials. The required documentation includes a DD-214 or PHHS Certification of Disability form;
3. Photocopy of transcripts for any course work at a college or technical school. **If applicant has difficulty obtaining transcripts, you will be given a five-day grace period to submit them to our office after the closing date to: Department of Public Health and Human Services, PO Box 4210, Helena, MT 59604.**
4. Resume; and
5. Supplement questions.

Applications will be rejected for late, incomplete or unsigned application materials.

COMPENSATION: Eligible state employees are also provided paid health, dental, vision and life insurance. Other benefits including a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

IMMIGRATION REFORM AND CONTROL ACT: In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire** documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

REASONABLE ACCOMMODATIONS: Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

SELECTIVE SERVICE COMPLIANCE CERTIFICATION: All male applicants (born on or after January 1, 1960) must complete a copy of 'Statement of Selective Service Registration Status' if offered a position with the State of Montana, unless they meet certain exemptions under Selective Service law. If you are required to register, but fail to do so, you are not eligible for employment with the State of Montana.

SUPPLEMENT QUESTIONS

Department of Public Health and Human Services

Title: Child Support Investigator

Position: #05128

Location: Child Support Enforcement Division, Missoula

This supplement will be reviewed separately from the state application you submitted, and it will become a further basis for our evaluation of candidates. Your responses to these supplemental questions must be printed clearly or typed on standard 8.5 x 11 inch paper. Each response should be clear, concise and numbered. Since your responses will be reviewed separately from your state application, please repeat any information that may appear on it or your resume rather than writing 'see my resume or application.'

QUESTIONS

NOTE: Answers to the following questions must be specific as to dates and employers. If this supplement is used as a screening tool, some answers may be rated based on months or years of experience. Reference will not be made back to your state application or resume.

1. Explain, in detail, your experience in the collection of past due debts utilizing legal remedies for any current or previous employer. Be specific as to remedies utilized in the collection of debts. For each position discussed, indicate the total time you spent in debt collection as compared to time spent in other assigned duties.
2. Explain, in detail, the nature of the investigations you conducted while employed by your current or previous employer. For each position discussed, indicate the total time you spent in an investigative or legal capacity as compared to time spent in other assigned duties.
3. Explain, in detail, the type of administrative or civil hearings you have participated in, and what your role was. For each position discussed, indicate the total time you spent participating in hearings as compared to time spent in other assigned duties.
4. Explain, in detail, the computer experience you possess. For each position discussed, indicate the total time you spent working with computers, and list the different automated programs you have working knowledge of.